

Attorney's Docket No. 062403.P002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:

Howard M. Lee

Application No.: Not Yet Assigned

Filed: November 25, 2003

For: AUDIO/VIDEO SERVICE
QUALITY ANALYSIS OF
CUSTOMER/AGENT
INTERACTION

Examiner: Not Yet Assigned

Art Unit: Not Yet Assigned

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
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(Signature of person mailing paper or fee)

Nov. 25, 2003
Date

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Respectfully submitted,

PELOQUIN, PLLC

Dated: 11/25, 2003

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of 1

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Complete if Known

Application Number	Not Yet Assigned
Filing Date	November 25, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403.P002

U. S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ *Number ⁴ *Kind Code ⁵ (if known)				
		WO 03/009175 A1	01-30-2003	NICE SYSTEMS		
		WO 03/021927 A2	09-05-2002	GOLDENBERG		

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